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Ford Motor Company
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02B02-S1

April, 2003

STATE OF UTAH MOTOR POOL
447 W 13800 S
DRAPER, UT 84020

This letter is intended for law enforcement fleets. If your vehicle(s) is not currently in active law enforcement duty, you may disregard this letter.

Ford Motor Company is providing a follow-up, no-charge Optional Upgrade Program (Program Number 02B02-S1) to owners of certain 1998 through 2003 Model Year Crown Victoria Police Interceptor (CVPI) Vehicles Currently in Law Enforcement Duty.

This program is related to Program Number 02B02, also known as the "Upgrade Kit", and affects only those 1998 through 2003 model year vehicles that have already had the Upgrade Kit installed in service. 2003-model year vehicles that had the Upgrade Kit installed during vehicle production are not affected. The Upgrade Kit was offered last fall at no-cost and included shields for certain vehicle components that could puncture the fuel tank in high-speed rear impacts.

If you have not yet upgraded all the eligible vehicles in your fleet, call your dealer without delay to arrange for Upgrade Kit installation.

**Reason For This
Program...**

Ford is conducting this follow-up program because vehicle inspections and a survey revealed that some technicians had not removed the bolts and J-nuts affixing the evaporative emissions canister to the underbody of the trunk as instructed. When the Upgrade Kit is correctly installed, the bolts and J-nuts are removed and replaced with three (3) rivets.

While Ford is not aware of any fires resulting from the evaporative emissions canister bolts and J-nuts puncturing a fuel tank in over 10 billion miles the vehicles have been driven since 1998, the replacement rivets were nevertheless included in the Upgrade Kit because they help reduce the risk of a fuel tank puncture.



What Ford Motor Company and your dealer will do...

Ford is committed to further improving the safety of our law enforcement customers. Ford Motor Company is providing this inspection of your Police Interceptor at no charge to determine whether the evaporative emissions canister portion of the Upgrade Kit was modified as instructed. If the Upgrade Kit service was not properly performed, your dealer will complete the Upgrade Kit service.

This program will be in effect until November 30, 2003, regardless of mileage.

How long will it take...

The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What we are asking you to do...

You may choose to either self-inspect your vehicle(s) or have your dealer perform the inspection for you.

If you do not wish to self-inspect your vehicles, call your dealer without delay to arrange for this inspection. Provide the dealer with your Vehicle Identification Number (located at the beginning of this letter or on the attached listing). Ask for a service date and whether parts are in stock for Customer Satisfaction Program 02B02-S1. If you do not have a servicing dealer, please access www.qualitycareservice.com for dealer addresses, maps, and driving instructions.

If your dealer does not have the parts in stock, they can be ordered before scheduling your service date. Parts would be expected to arrive within a week after ordering.

When you bring your vehicle in, show the dealer this letter. If you misplace this letter, your dealer will still do the work, free of charge.

If you prefer to self-inspect your vehicles, use the attached check sheet (ATTACHMENT I) to inspect the modifications to the evaporative emissions canister. Check off each item as you inspect it. If inspection reveals the evaporative emissions canister mounting was modified properly, no further action is necessary. If any corrections are needed, call your dealer without delay to arrange for proper completion of the Upgrade Kit installation. Ford will pay for dealer inspection, but will not reimburse any costs associated with vehicle self-inspection.

If you have changed address or sold the vehicle to another law enforcement agency...

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle to another law enforcement agency, the information you provide on the postcard will be used to notify the new law enforcement agency about this program. If this vehicle is no longer involved in law enforcement, you do not need to return the card.

If you have concerns ...

If you have trouble getting your vehicle repaired promptly and without charge, please contact your dealership's Service Manager for assistance.

If you still have concerns, please contact the Fleet Customer Information Center (FCIC) at 1-800-34-FLEET and one of our representatives will be happy to assist you. Choose option #3 for fleet service issues, then pick #1 for Police.

Office Hours: (Eastern Standard Time)

Monday-Friday: 7:00AM to 6:00PM

Or you may contact us through the internet at www.fleet.ford.com and select "E-Mail Us" or "Contact Us".

Trunk packing considerations...

Ford is aware of more than 10 high-speed rear impacts involving vehicles equipped with the Upgrade Kit, and in each of those accidents, the Upgrade Kit shields prevented the vehicle components from puncturing the fuel tank. Although the shields are a meaningful and important step towards improving officer safety, Ford recognizes that there are accidents that are beyond the capabilities of this or any other vehicle. To state the obvious, there will ALWAYS be risk associated with high-speed accidents.

While Ford is pleased with the performance of the Upgrade Kit, our vehicle inspections revealed that in some instances, police equipment in the trunk of the vehicle had pushed forward and punctured the fuel tank. In rear impacts, police equipment located in the trunk can be pushed forward as the rear of the vehicle deforms. Depending on the police equipment involved and the severity of the accident, the police equipment can push into and penetrate the back seat and/or fuel tank. For example, Ford has inspected vehicles with fuel tank and/or back seat punctures caused by the following: four-point lug wrench, mechanics' floor jack, crowbar, axe, and two-way radio and video monitoring box.

As indicated on the www.CVPI.com website, the Upgrade Kit is part of a holistic approach to officer safety. For maximum benefit, Ford recommends that police fleets review the recommendations of the Blue Ribbon Panel, which can be found by accessing the Blue Ribbon Panel link located on the www.CVPI.com website. While the website contains more detailed information, in summary, Ford recommends that police equipment be both secured and laterally aligned. Hard, stiff or sharp objects, especially when not secured, pose a risk to the fuel tank and back seat occupants.

When securing and mounting police equipment, please review the Trunk Equipment Mounting Guide developed by Ford and the Blue Ribbon Panel, also available on the website, which provides recommended fastener mounting types and locations.

**Quality Care service is
there for you all year
long.**



Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs.

Thank you for your attention to this important matter.

Sincerely,

A handwritten signature in black ink that reads "Frank M. Ligon".

Frank M. Ligon

Director

Service Engineering Operations

CERTAIN 1998 THROUGH 2003 MODEL YEAR CROWN VICTORIA POLICE INTERCEPTOR (CVPI) VEHICLES CURRENTLY IN LAW ENFORCEMENT DUTY — INSPECTION OF OPTIONAL POLICE INTERCEPTOR PACKAGE UPGRADE KIT INSTALLATION

TO SELF-INSPECT YOUR VEHICLES

This inspection procedure involves verifying that the evaporative emissions canister service (part of the Optional Upgrade Program 02B02) has been performed properly as outlined here.

- If your inspection shows the evaporative emissions canister service has been performed properly, no further service is required.
- If you discover corrections are needed to the evaporative emissions canister service, call your dealer without delay to arrange for proper completion of the Optional Upgrade Kit installation.

NOTE: 1992 through 1997 Model Year Crown Victoria Police Interceptor (CVPI) vehicles are NOT involved in this follow-up inspection program because evaporative emissions canister mounting modifications are not part of the upgrade kit for those model years.

INSPECTIONS

Inspect the Evaporative Emissions Canister for proper service. See Figure 1.

- Verify the original attaching hardware (bolts and J-clips) has been removed from the front edge of the canister along the Z-bracket.
- Verify the three (3) rivets have been installed equal distances apart from each other (about 2 inches) on the front edge of the canister along the Z-bracket.
- Verify the canister retainer nuts, located at the rear corners of the canister assembly are tightened to specification (6 Nm [53 lb-in]).

If the canister service has been performed properly, no further service is required. Sign and date the bottom of this form and maintain in the vehicle service file.

If service is required to correct the evaporative emissions canister mounting modifications, call your dealer without delay to arrange to have these corrections completed.

I certify that the evaporative emissions canister mounting modifications have been inspected in accordance with the procedure listed above and found to be correct. A service technician has performed all necessary operations. I understand that this record should be maintained in the vehicle service file.

Authorized Inspector Signature

Date

Fleet/Maintenance Manager Signature

Date

VIN _____

Ford Motor Company

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DEARBORN, MICHIGAN 48121
04/03

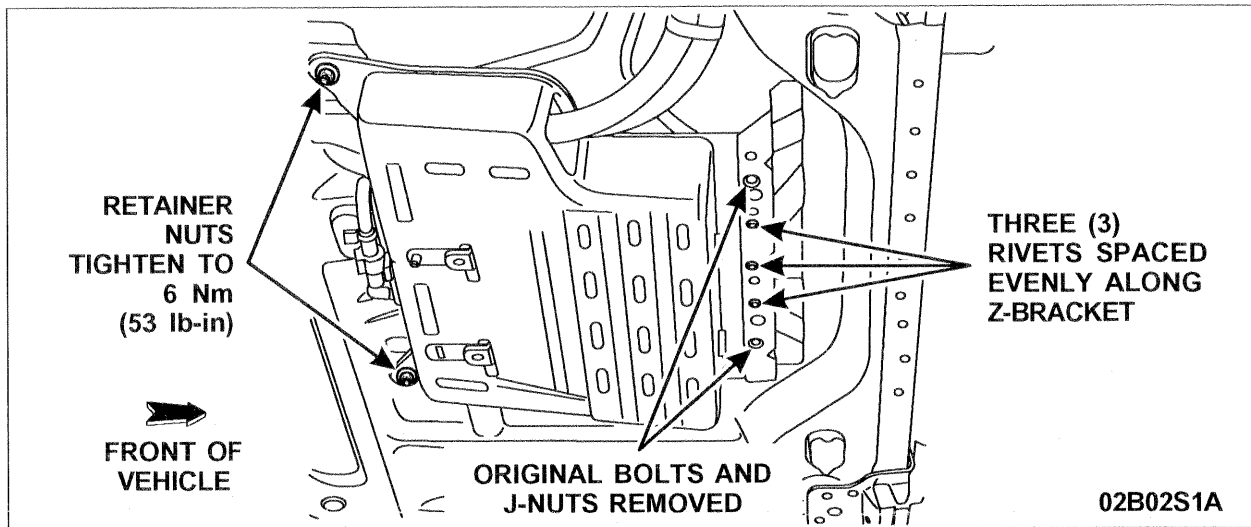


FIGURE 1

Ford Motor Company

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